

# Volunteer Role Profile



Volunteer Role

**Children's Services Office  
Support/Receptionist**

Volunteer Manager

**Volunteer Manager/Supervisor**

Where you will be based

**Children's services**

## Why we want you

Supporting our administration could involve a range of tasks. Could you assist with mailings, creating leaflets and posters, answering and redirecting telephone calls, updating notice boards, managing room bookings, and much more?

## What you will be doing

- Office administration such as, preparing and distributing materials, such as mailings, leaflets, training materials and group resources.
- Answering and re-directing phone calls in a professional and efficient way.
- Updating notice boards and creating wall displays, for special events and festivals.
- Ensuring all rooms are kept clean, tidy and safe for the use of children, young people and families.
- Managing room bookings and online calendars.
- Adhering to Barnardo's policies and procedures at all times, including Barnardo's: Safeguarding; Equality, Diversity and Inclusion; Health & Safety; Data Protection; Confidentiality; Recording policies and procedures.
- Participating fully in training and supervision.
- Volunteering within Barnardo's Values and Behaviours

## The skills you need

- Reliable, punctual and trustworthy.
- Approachable and welcoming.
- Good communication skills and be able to interact with colleagues, service-users and visitors.
- Welcoming, with a confident telephone manner.
- Good organisational skills with the ability to prioritise tasks.
- Familiar with and having a good understanding of information systems, Microsoft Office, Microsoft Word, Excel, Publisher and other computer packages.

## What's in it for you

- Full induction and training.

- Other training opportunities relevant to the volunteer role.
- Regular supervision and support.
- Out of pocket expenses agreed in advance.
- Access to the Barnardo's internal vacancy listing.
- Our volunteers tell us about lots of other benefits of volunteering including; experience of working with children, young people and families; experience for your CV; supporting your local community; meeting new people; increasing self-confidence; feeling like you are making a difference; improving your health and wellbeing; and a chance to contribute to a worthwhile children's charity.

## **Disclaimer**

We look to recruit a diverse range of volunteers. If your skills don't fit the role exactly, please do not let this put you off as we are able to be flexible with most of our roles.

If you are unable to apply online through the link on this page, please contact the Barnardo's Volunteering Team on [volunteering@barnardos.org.uk](mailto:volunteering@barnardos.org.uk) or call us on 0208 498 7320